(d) and (e) The following steps have been taken to clear the backlog:

(i) Monthly Pendency report is called for from all the benches of the Central Administrative Tribunal and the rate of disposal is personally monitored by the Chairman, Central Administrative Tribunal.

(ii) Targets are set up by the Chairman for the Benches.

(iii) During the All India Conference 2009, the Benches were advised to give priority to the disposal of old cases pending since 2004 to 2007.

Statutory support to public grievance system

3155. DR. E.M. SUDARSANA NATCHIAPPAN: Will the PRIME MINISTER be pleased to state:

(a) whether Government is having the proposal to implement the Parliamentary Standing Committee's recommendation to give statutory support for Public Grievance System in all Departments, PSUs and PSEs; and

(b) the number of Public Grievances that were let to court cases in different departments, PSUs and PSEs?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) No, Sir.

(b) Public Grievances are received directly by Ministries/Departments/PSUs/PSEs. Data on public grievances that led to court cases is not maintained centrally.

Absence of officers in the offices

3156. SHRI RAMA CHANDRA KHUNTIA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that some top bureaucrats or civil servants in the country never remain present in the office from 1 p.m. to 4 p.m. everyday and they return after taking rest in the afternoon, affecting the public work; and

(b) if so, the steps taken to streamline the effective delivery system and attendance and effectiveness of Central Government employees to give better service to public and country as a whole?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) and (b) This Ministry has not received any reports about top bureaucrats remaining absent every afternoon, thereby affecting the public work. The existing instructions on punctuality envisage that measures for enforcement of punctuality would be evolved by Heads of Offices in Departments. Several measures like making available information on website, fixing time limits for disposal of cases, on line filling of applications etc. have been taken to improve the delivery system. This is an on-going process.

Complaints of public grievances

3157. SHRI RAMA CHANDRA KHUNTIA: Will the PRIME MINISTER be pleased to state:

(a) the format of addressing the public grievances;

(b) the number of public grievances that have been received, listened and settled from 2004 to 2009, year-wise;

(c) the number of cases found to be genuine complaints; and

(d) if so, the number of cases where action has been taken in a public grievance or complaint if any officers found guilty?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) No format of addressing the public grievances is required. Applications are accepted on plain paper or by registering on the website http://pgportal.gov.in.

(b) The number of public grievances received in Prime Minister's Office, Directorate of Public Grievances, Cabinet Secretariat and Department of Administrative Reforms and Public Grievances is 96044, 77720, 109620, 101995, 124052 & 114527 from 2004 to 2009 (upto 30.11.2009) respectively and the number of grievances settled is 12288, 10312, 11369, 14112, 18706 & 12707 respectively.

(c) and (d) The Ministry/Department/Organization examines the genuineness of a complaint and takes action for the redress in a decentralized manner. As such, data regarding departmental action against officers is not maintained centrally.

Percentage of ST, SC and OBC employees in government services

3158. SHRI MATILAL SARKAR: Will the PRIME MINISTER be pleased to state:

(a) the percentage of ST, SC and OBC in the existing employees and officers in the Central Government offices and establishments upto 30th October, 2009;

(b) the reasons why the percentage of population is not accurately reflected on the present day set of the staff; and

(c) the efforts Government is likely to take to improve the position?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) Information about the representation of SCs, STs and OBCs as on 30.10.2009 is not centrally maintained. However, as per information received from various Ministries/Departments, their representation in Central Government services as on 1.1.2006 was 16.75%, 6,75% and 5.89% respectively.

(b) Representation of Scheduled Castes, Scheduled Tribes and Other Backward Classes in some services/posts remains less than the prescribed percentage of reservation or percentage of their population for reasons like time gap between dates of vacancies and actual dates of their filling up, non-availability of suitable candidates belonging to these categories etc. In some cases, their representation exceeds due to the fact that reserved category candidates selected on their own merit are adjusted against unreserved vacancies and reservation is given in addition.